



DEPARTMENT OF THE NAVY
NAVAL AIR SYSTEMS COMMAND
NAVAL AIR SYSTEMS COMMAND HEADQUARTERS
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IN REPLY REFER TO

NAVAIRINST 4790.30A
AIR-6.0D3
4 Dec 96

NAVAIRINST 4790.30A

From: Commander, Naval Air Systems Command

Subj: DEPOT LEVEL CUSTOMER SERVICE PROCESSING OF AERONAUTICAL
AND SUPPORT EQUIPMENT REPAIRABLES/CONSUMABLES

Ref: (a) OPNAVINST 4790.2F

1. Purpose. To establish and disseminate policy, procedures, and responsibilities per reference (a) pertaining to the management and control of repairable and consumable components and modules, afloat and ashore, which may require Customer Service handling or processing by the Naval Aviation Depots (NAVAVNDEPOTs). (R)

2. Cancellation. This instruction supersedes Naval Air Systems Commands Instruction 4790.30 of 7 May 1993. Changes have been indicated.

3. Scope. This instruction applies to consumables, all items classified as mandatory turn-in repairables (material control codes E, G, H, Q, and X), and to all activities concerned with the management, use, processing, repair, and control of mandatory turn-in repairables.

4. Background. The Naval Aviation Depot Corporation receives numerous requests for Customer Service repair of repairable items for which there is Ready For Issue (RFI) stock in supply or which are currently on the B08 or Level Schedule Repair Program schedules at the NAVAVNDEPOT's. This additional workload, along with aircraft, engines and component rework programs compete for limited personnel staffing resources available at the depots. These abundant requests can result in an expensive, inefficient support program, and can create a negative impact on quality. Therefore, this support should not be routine, but rather used only for emergencies for the fleet.

5. Policy

a. In an environment of limited assets, it is incumbent on all elements involved in the use and management of repairables to develop, adhere to, and strictly enforce procedures to ensure the most efficient and effective utilization of supply system assets. The objective for the management of repairables at all echelons is to maintain the highest level of support for user activities. This instruction applies to all maintenance of aeronautical material and/or its Support Equipment (SE).

S/N: 0808-LD-009-2620

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b. Customer service required for other than aviation-type work, including field level repairables and consumables will be accomplished by the depot level activity provided; funds are made available to cover the cost of such service, sufficient manpower is available so as not to jeopardize the authorized aviation-type workload, and service is provided as time allows not taking precedence over priority work, i.e., NMCS/PMCS.

c. AIR-6.0D3 is responsible for the assignment of workload and the priorities of all work which is being performed by the NAVAVNDEPOTs. However, due to anticipated time constraints caused by the nature and urgency of customer service work the referral of work request to Commander, Naval Air Systems Command (COMNAVAIRSYSCOM) is not required. Any exception to or deviations from the basic premise of reference (a) and this instruction will require authorization from AIR-6.0. (R)

6. Procedures and Responsibilities

a. Per reference (a), all activities requesting Customer Service are to ensure that normal supply support channels, including the capability of all lower levels of maintenance, repair, or manufacturing are pursued prior to requesting assistance from the depot facilities.

b. NAVAVNDEPOTs are responsible for maintaining a customer service program on a performance level commensurate with fleet operational requirements. Funding will be provided by the customer (see paragraph 6.e. of this instruction).

c. The NAVAVNDEPOTs shall align their customer service policies and procedures as indicated in this instruction. Expeditious compliance with Customer Service work requests received from an Intermediate Maintenance Activity (IMA) or from a supply support center shall be accomplished commensurate with fleet operational requirements.

d. Customer Service processing of Navy stock funded aviation depot level repairables (repairables with a 7R cognizance symbol (COG)) will not be charged to the Aircraft Support Services Program. Funds for these items are contained within the customer's (i.e., fleet activities) budgets. The customer is required to provide a funded work request with the item along with approval from the inventory/weapons manager at the Naval Inventory Control Point (NAVICP) Philadelphia prior to induction. (R)

e. Repairable aeronautical (7R COG) and SE components requiring major repair shall not normally be processed utilizing Customer Service procedures. However, when situations warrant and the repairable component is not on the current B08 or Level Schedule Program, the NAVAVNDEPOTs (in coordination with the cognizant functional wing commander or NAVICP Philadelphia item (R)

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manager) may authorize Customer Service handling for the repair/overhaul in order to preclude a Not Mission Capable-Supply (NMCS), Partial Mission Capable-Supply (PMCS), or work stoppage condition. The customer is required to ensure funding is available prior to induction of the unit for repair. Upon completion of repair and when the unit is certified RFI or Ready For Use (RFU), a Demand History Application (DHA) transaction will be made by the NAVAVNDEPOTs for usage data application by NAVICP Philadelphia. Clarification of major repair of repairables utilizing Customer Service handling procedures will be coordinated with the COMNAVAIRSYSCOM Component Program Manager. (R)

f. Supporting repair parts, both field level repairables (1R COG Material Control D) and consumables, as well as non-stock numbered items, do not normally qualify for major or minor repair utilizing Customer Service resources. Special repair or check and test of field level repairables/consumables or non-stock numbered items that are beyond the capability of the IMA may be authorized, providing rework capability presently exists in the NAVAVNDEPOTs. Any such items requiring rework must be accompanied by an appropriate Customer Service Work Request (OPNAV 4790/36A) and the appropriate funding document from the customer to cover all costs incurred by this rework.

g. NAVAVNDEPOTs shall provide "back shop" support to each other through customer service programs, in order to avoid the unnecessary cost and delay of waiting for repair/replacement through the supply system. Funding for secondary transportation will be provided out of the requesting NAVAVNDEPOT's overhead. DHAs will also be submitted by the requesting NAVAVNDEPOT.

7. Definitions. For the purpose of this instruction, the following definitions apply:

a. Broad Arrow. The material condition status of a mission essential end item of Support Equipment and/or aircraft indicating that none of its missions can be performed due to a supply shortage.

b. COG. The COG or Cognizance symbol is a two-character alphanumeric code, prefixed to Navy Stock Numbers (NSN), which identifies and designates the bureau, office, or supply demand control point that exercises supply management over specified categories of material. Codes 1R and 7R are under NAVICP Philadelphia cognizance. (R)

c. Consumables. Any items or substances which, upon installation, lose their identity and are normally consumed in use or cannot be economically repaired.

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d. Customer Service (Fleet). Customer Service shall be defined as the providing of specific emergency depot level services in direct support of fleet activities. These services are limited to check, test, and/or minor repair of aeronautical material, and special depot level rework processes such as heat treating, plating, non-destructive testing, and machine shop services. This work will be accomplished in order to relieve a priority work stoppage condition such as a NMCS, PMCS, Broad Arrow, or Technical Difficulty (TED) work stoppage condition. This work may also be accomplished as a result of other conditions, as directed by COMNAVAIRSYSSCOM.

e. Field Level Repairables and Consumables. Those items of supply which are designated for repair or disposal by an organizational or intermediate maintenance level activity, ashore or afloat.

f. Major Repair. The process of disassembly sufficient to inspect all of the operating components of the basic end article per all applicable COMNAVAIRSYSCOM directives. Major repair includes the actual repair, replacement, or servicing as necessary, followed by reassembly, final test, and quality assurance verification as RFI. Major repairs shall not be accomplished by NAVAVNDEPOT's Customer Service unless definitions in paragraph 7.e. are met.

g. Material Control Code. A single alphabetic character used within the Naval supply system to identify items that require special management.

h. Minor Repair. The correction of specific discrepancies or replacement of minor malfunctioning parts which require special tools, test equipment, or other facilities not available at IMA's and where the cost of returning it to RFU condition does not exceed 25 percent of its replacement cost.

i. NMCS. The material condition status of an aircraft indicating that it is not capable of performing any of its missions, since, as a result of a supply shortage, the maintenance required to clear the discrepancy cannot continue.

j. PMCS. The material condition status of an aircraft indicating that it can perform at least one, but not all, of its missions, since, as a result of a supply shortage, the maintenance required to clear the discrepancy cannot continue.

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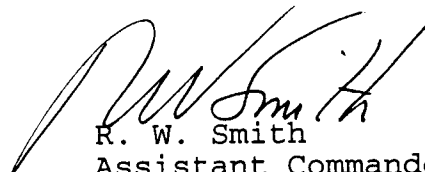
k. Primary Mission. The primary mission of an aircraft is the primary purpose for which the aircraft is assigned to the reporting custodian.

l. Reporting Custodian. An organizational unit of the lowest echelon of command accepting responsibility for aircraft or engines, as designated by the CNO, or by the aircraft controlling custodian.

m. Repairables. Durable items which, when unserviceable, can be economically restored to a serviceable condition through regular repair procedures.

n. TED. The material condition status of an aircraft indicating that its mission performance is severely in danger of failing due to a technical problem.

o. Work Stoppage. A condition in which all maintenance has ceased on an aircraft, its weapons system or component parts for which an RFI replacement item is not readily available in the supply system. As related to this instruction, a work stoppage condition does not apply to SE components and/or work center spares, unless the continued work stoppage will directly result in or cause a NMCS/PMCS or work stoppage to the affected aircraft, weapon system, and its primary mission essential equipment.



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